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ABSTRACT

This volume is a case study book combining higher education administration and communication theory. The 16 case studies are intended to engage the reader as an active participant in real situations that can be generalized across most institution types. Each case begins with a brief introduction framing the issues to be addressed. The reader is given a general description of the principal participants and the dilemmas they face. Each case is punctuated with a series of questions that stop the action at critical decision points through out the case offering the chance to strategize. An annotated list of suggested readings provides information on particular administrative issues or communication skills inherent in the resolution of the case under discussion. As each of the cases has several possible applications and illustrates more than one issue, the case studies and issues addressed are organized in indexes for cross-reference according to four variables: higher education issues and administrative tasks, communication skills, administrative level and constituency group, and institution type. Contains 150 references. (JB)

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